

## RECEPTIONIST EXAMINATION

This examination covers a wide range of office support and secretarial skills and abilities. Read each section carefully. Check the box for each task for which you have experience and/or training.

**IMPORTANT:** This information and that provided in the work history portion of your application will be used to evaluate your qualifications.

### WORD PROCESSING/TYPING

Check the appropriate box (es) for:

(W) Word Processing (T) Typing

- |  |  |
|--|--|
| W   T<br><input type="checkbox"/> <input type="checkbox"/> Labels<br><input type="checkbox"/> <input type="checkbox"/> Envelopes<br><input type="checkbox"/> <input type="checkbox"/> Correspondence<br><input type="checkbox"/> <input type="checkbox"/> Reports<br><input type="checkbox"/> <input type="checkbox"/> Examinations<br><input type="checkbox"/> <input type="checkbox"/> Manuscripts | W   T<br><input type="checkbox"/> <input type="checkbox"/> Forms<br><input type="checkbox"/> <input type="checkbox"/> Memos<br><input type="checkbox"/> <input type="checkbox"/> Grant Applications<br><input type="checkbox"/> <input type="checkbox"/> Tables/Charts/Graphs<br><input type="checkbox"/> <input type="checkbox"/> Financial Statements<br><input type="checkbox"/> <input type="checkbox"/> Other _____ |
|--|--|

Keyboarding Speed \_\_\_\_\_ wpm

- ☐ Estimated      ☐ Recently Tested

Months experience word processing/typing: \_\_\_\_\_

### TRANSCRIPTION

Circle the appropriate responses: (E) Experience  
(T) Training

- |   |  |
|---|--|
| <input type="checkbox"/> Dictaphone/Machine Transcription | E   T                                    |
| <input type="checkbox"/> Shorthand _____ wpm              | E   T                                    |
| <input type="checkbox"/> Speedwriting _____ wpm           | E   T                                    |
| <input type="checkbox"/> Correspondence                   | <input type="checkbox"/> Meeting Minutes |
| <input type="checkbox"/> Manuscripts                      | <input type="checkbox"/> Reports         |
| <input type="checkbox"/> Other _____                      |  |

Months of experience/training transcribing \_\_\_\_\_

### MULTIPLE LINE

### TELEPHONE/SWITCHBOARD

- ☐ YES      ☐ NO
- Number of incoming lines \_\_\_\_\_
- Average Daily Volume (No. of calls) \_\_\_\_\_

### FILE MAINTENANCE

Circle type of systems worked with:

(M) Manual or (E) Electronic

- |   | <u># of Records</u> |   |   |
|---|---------------------|---|---|
| <input type="checkbox"/> Alphabetic       | _____               | M | E |
| <input type="checkbox"/> Numeric          | _____               | M | E |
| <input type="checkbox"/> Medical          | _____               | M | E |
| <input type="checkbox"/> Library          | _____               | M | E |
| <input type="checkbox"/> Cross-referenced | _____               | M | E |
| <input type="checkbox"/> Other _____      | _____               | M | E |

Your filing experience includes:

- ☐ Updating/maintaining a filing system
- ☐ Revising a filing system
- ☐ Establishing a filing system

Give a brief description of the system(s) you revised or established:

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### FISCAL RELATED RECORDS

- |  |   |
|--|---|
| <input type="checkbox"/> <b>Purchasing</b> | <input type="checkbox"/> State agency/ college campus |
|  | <input type="checkbox"/> Private                      |
| <input type="checkbox"/> <b>Travel</b>     | <input type="checkbox"/> State agency/ college campus |
|  | <input type="checkbox"/> Private                      |

Briefly describe your experience with the fiscal related records you checked above, including your length of experience:

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## **COMPUTER SKILLS**

Circle the appropriate response: (E) Experience  
(T) Training

### **COMPUTERS**

IBM/IBM Compatible	E	T	____mos.
Macintosh	E	T	____mos.
Terminal (Mainframe) Only	E	T	____mos.
Other_____	E	T	____mos.

### **OPERATING SYSTEMS**

Windows	E	T	____mos.
Macintosh	E	T	____mos.
DOS	E	T	____mos.
Other_____	E	T	____mos.

### **WORD PROCESSING SOFTWARE**

Microsoft Word--PC	E	T	____mos.
Microsoft Word--MAC	E	T	____mos.
Word Perfect	E	T	____mos.
Other_____	E	T	____mos.

### **WORD PROCESSING FUNCTIONS**

Align text	Merge/sort
Set margins	Integrate text w/ graphics
Set tabs	Upload/download
Headers/footers	Create footnotes/outlines
Search/replace	Create columns

## **DATABASE MANAGEMENT**

<input type="checkbox"/> Updated/maintained	<input type="checkbox"/> Developed
Access	E T ____mos
Excel	E T ____mos
Other_____	E T ____mos.

### **GRAPHICS/PUBLISHING SOFTWARE**

PageMaker	E T ____mos.
Publisher	E T ____mos
Other_____	E T ____mos.

### **SPREADSHEET SOFTWARE**

<input type="checkbox"/> Updated/maintained	<input type="checkbox"/> Developed
Excel	E T ____mos.
Lotus 1-2-3	E T ____mos.
Other_____	E T ____mos.

**Please answer the following questions on separate paper. Type or print your answers, but they must be clear and legible. Put your name, the name of the job for which you are applying and the date on each sheet.**

### **WRITTEN COMMUNICATION/EDITING/PROOFREADING**

Describe your experience composing, editing and proofreading memos, correspondence, policies, procedures, reports and other documents.

### **WORKING INDEPENDENTLY**

Give **two** examples of job responsibilities or assignments which best demonstrate your ability to work independently. For each example, include your position, specific duties and the extent of your responsibility for the final product or resolution.

### **WORKING WITH THE PUBLIC/SPECIAL GROUPS/CLIENTS**

Give **two** examples of your experience dealing tactfully and effectively with various individuals and groups in the workplace. For each example, include:

- \* What you did, i.e., gave information, explained office procedures or policies, resolved conflicts or solved problems.
- \* The type of individuals or groups, i.e., clients, people with diverse backgrounds, students, faculty or staff.
- \* Your position, length of experience and the extent of your responsibility for the final outcome.

### **ORGANIZING/PLANNING/PRIORITIZING WORK**

Secretarial/Receptionist work involves the daily organizing, planning and prioritizing of numerous assignments ranging from routine to complex. Give **two** examples, which best demonstrate your ability to carry out these functions successfully.